

# AimBetter SQL Server Monitor

November 2018

## Installation Guide

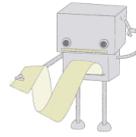
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## Preconditions:

- Check if port 443 is open by the following link: <https://api.montarget.com/>
- If you see the robot icon it means that the port is open.

AimBetter 

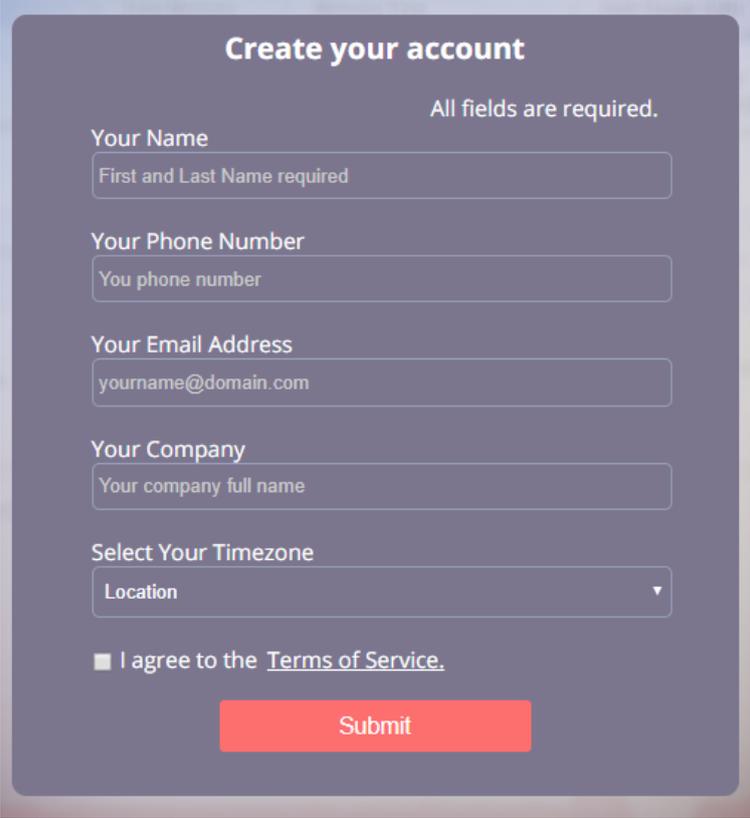


- It is recommended to perform the installation in the SQL Application server itself.
- If you wish to install more than one instance, verify that you have the licenses required to add the additional instance.

If you have any issues, please contact our support team at International: [+1 \(650\) 449-8622](tel:+16504498622)  
Israel: [+972 \(73\) 2313900](tel:+972732313900)

## Installation:

1. Create your account by the following link: <https://app.AimBetter.com/signup/>
2. Fill in the following form – all fields are mandatory.



**Create your account**

All fields are required.

Your Name  
First and Last Name required

Your Phone Number  
You phone number

Your Email Address  
yourname@domain.com

Your Company  
Your company full name

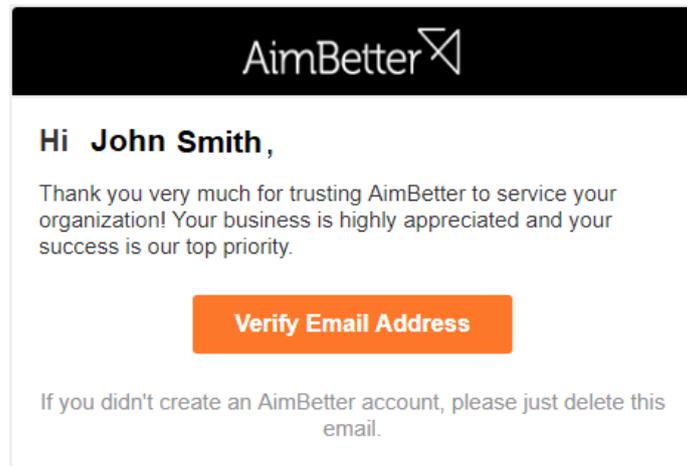
Select Your Timezone  
Location

I agree to the [Terms of Service.](#)

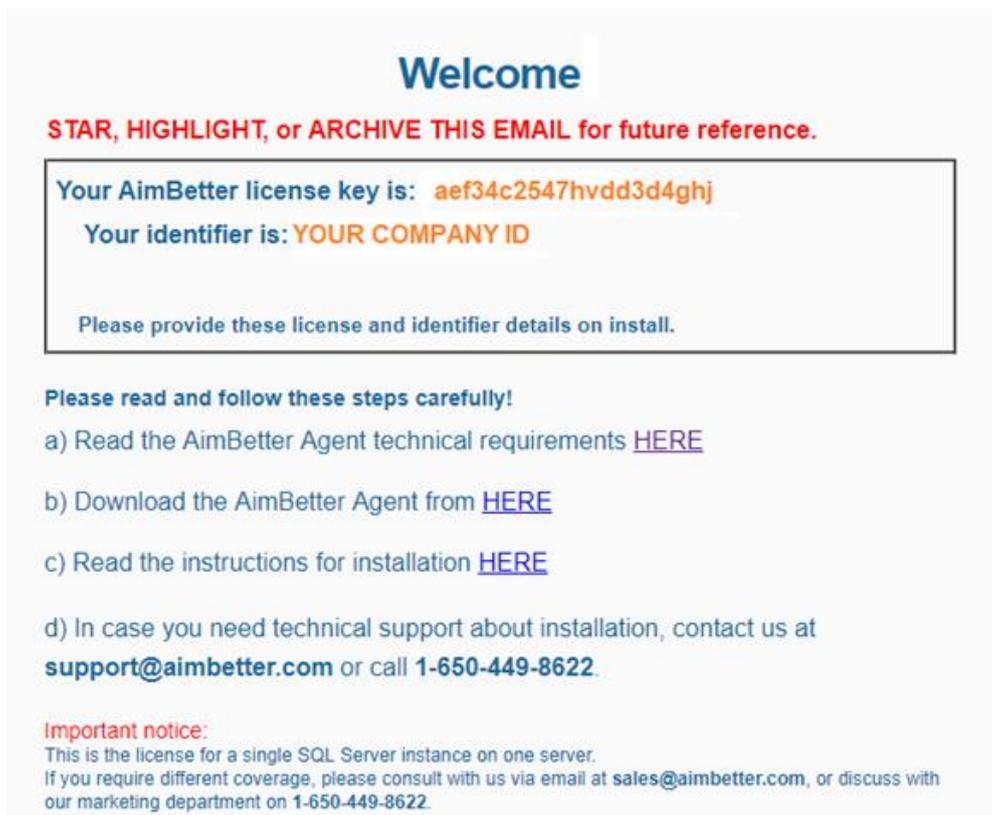
Submit

Read the Terms of Service and if you agree, click 'Submit'

3. You will receive 'AimBetter Account Confirmation' mail to your specified email. Click the 'Verify Email Address' box.



4. You will receive an email with your identifier and a license key. Please read the information carefully.



5. From the computer where you want to install the AimBetter agent, download the setup file from [https://update.AimBetter.com/AimBetter\\_Agent.zip](https://update.AimBetter.com/AimBetter_Agent.zip). On some computers you may see the following warning. It is safe to proceed

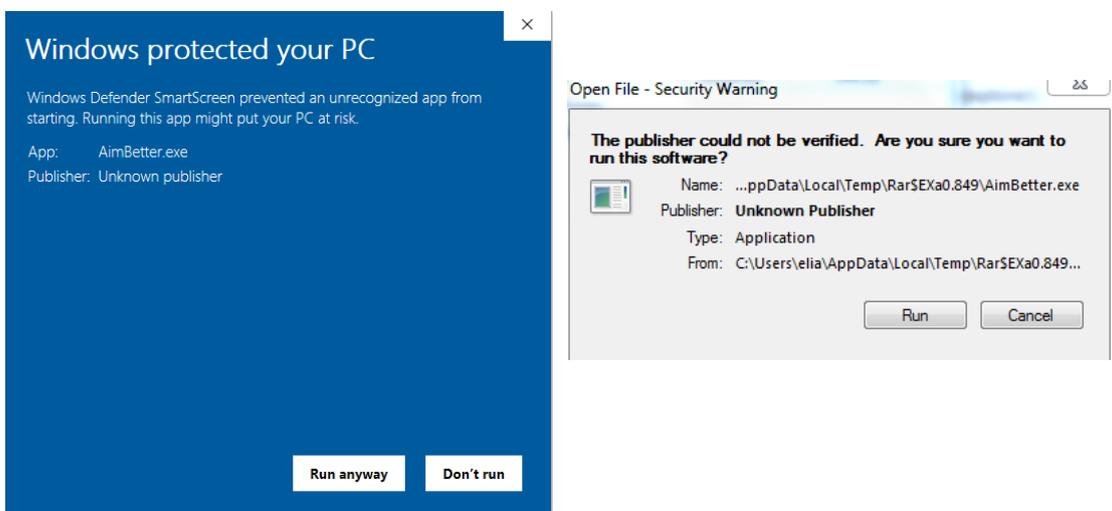


Opening [https://update.aimbetter.com/AimBetter\\_Agent.zip](https://update.aimbetter.com/AimBetter_Agent.zip)

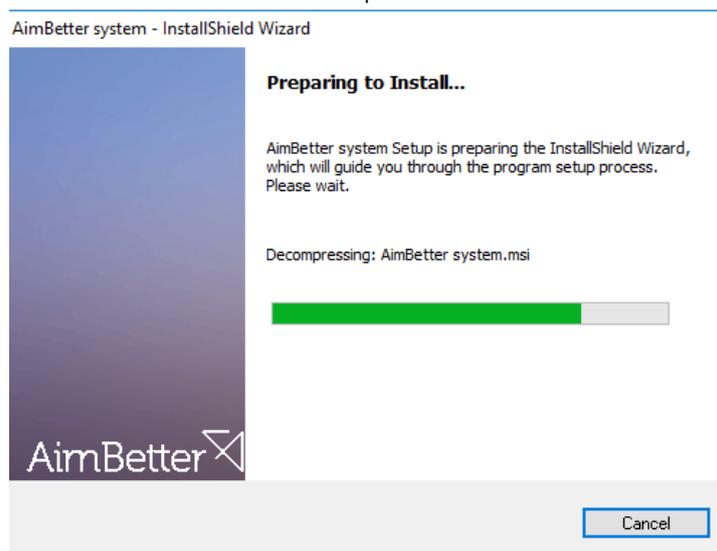
Some files can contain viruses or otherwise be harmful to your computer. It is important to be certain that this file is from a trustworthy source.

Would you like to open this file?

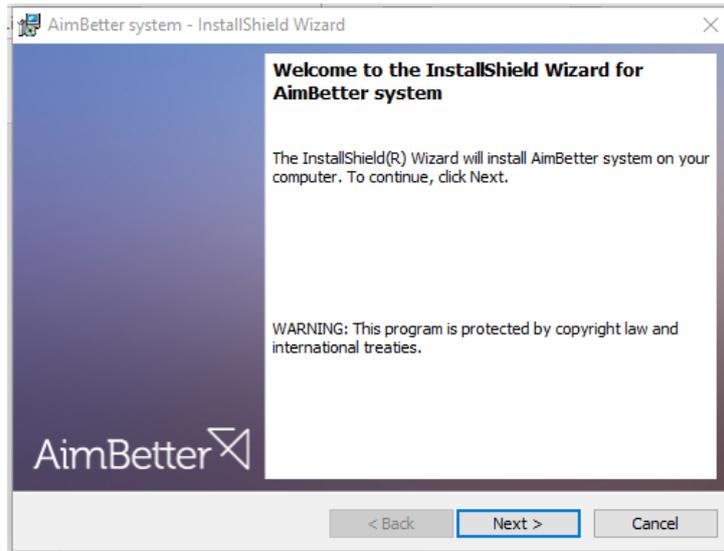
6. Unzip the download and save the file into a suitable folder.
7. Double-click on AimBetter.exe
8. Depending on the operating system on which you are installing, you may see a warning that the application publisher is unrecognized. It is safe to continue.



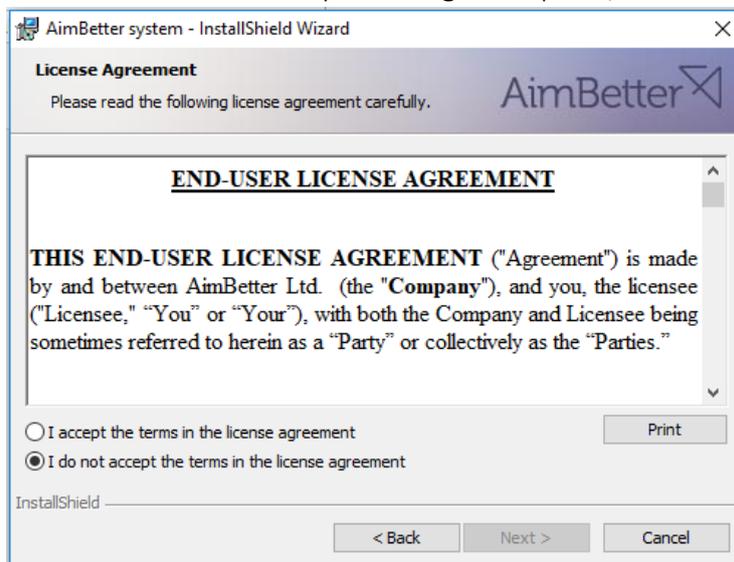
You will then see the launch of the install process



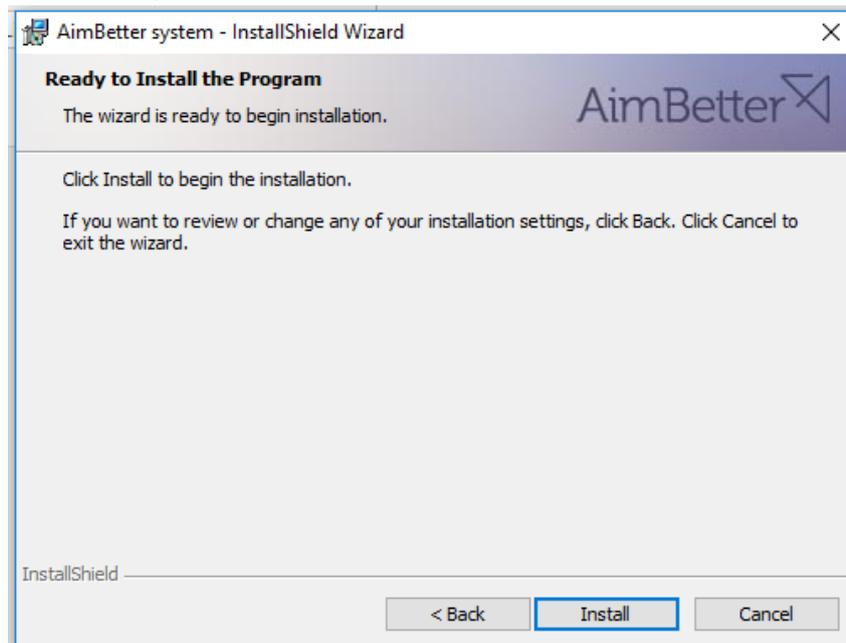
9. On completion, on the next screen, click Next:



10. Accept the Terms and Conditions by selecting that option, then click on the Next:

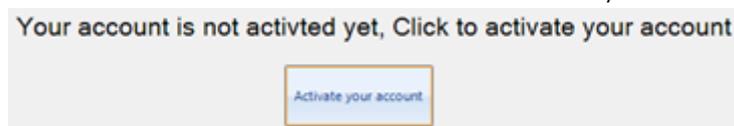


11. You are now ready to install. Click the Install button on the final screen.

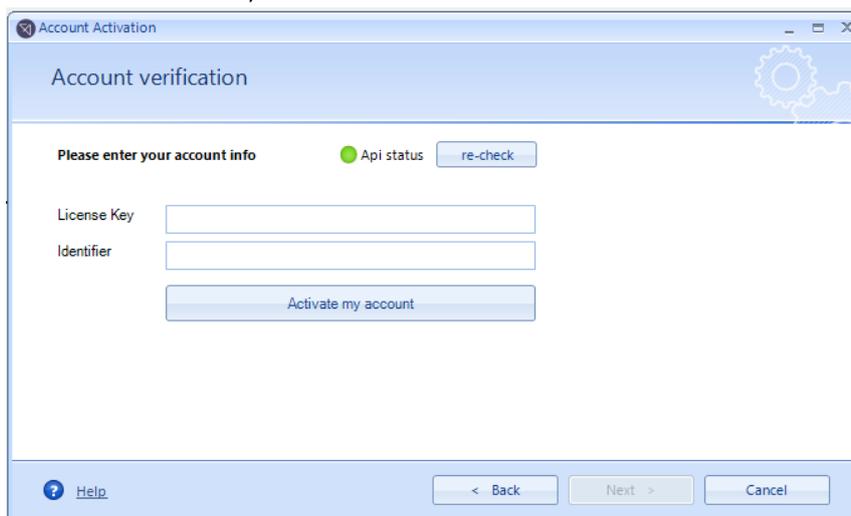


### Activating the account

12. You will now see the activation screen. Click on 'Activate your account':

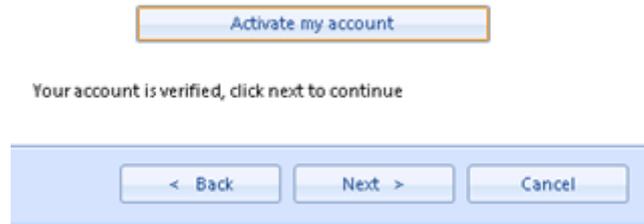


13. Enter the License Key and Identifier which you received in the confirmation email, then click on 'Activate my account.'



**Note:** In case you lost the License Key & Identifier, you have to locate it in your mailbox or contact AimBetter support at: [support@aimbetter.com](mailto:support@aimbetter.com), to receive a replacement.

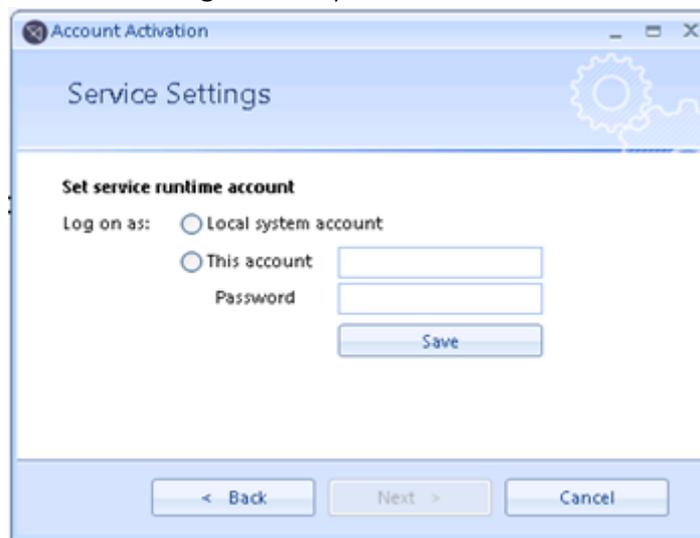
14. Wait until you see the below message, then click Next.



If you did not see this confirmation, check your License Key & Identifier and that port 433 is open.

## Service Settings

15. Choose one of the following: 'Local system account' or 'This account'.

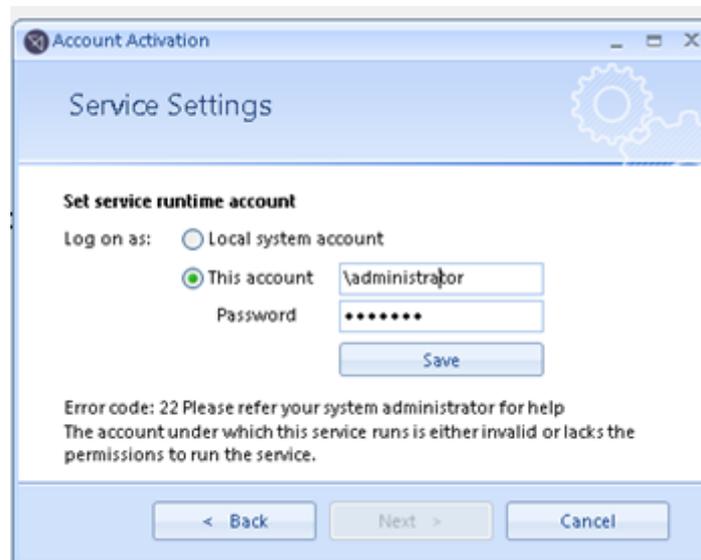


- Choose 'Local system account' if you installed the agent on the server you want to monitor.
- Choose 'This account' if you installed the agent on a different computer for monitoring a remote server, in which case enter username and password of an account inside the domain.

**Note:** Verify that any choice you selected has admin privileges both on Windows and the SQL Server.

16. Click Next:

**Note:** If you received the error below, it means that the user has insufficient permissions to run the service on a remote server. You will need to provide domain sysadmin privilege.

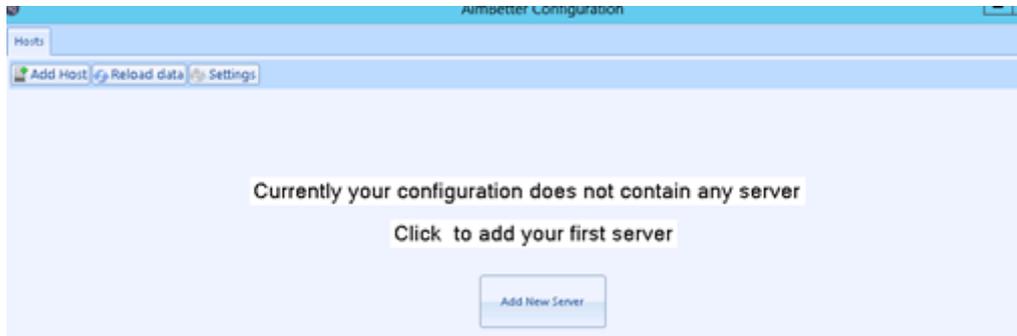


When all steps up to here have been completed, you will receive a confirmation. Click 'Finish' to proceed.



## Adding servers

17. For an initial setup, you will see the following screen. Click “Add New Server’ to proceed.



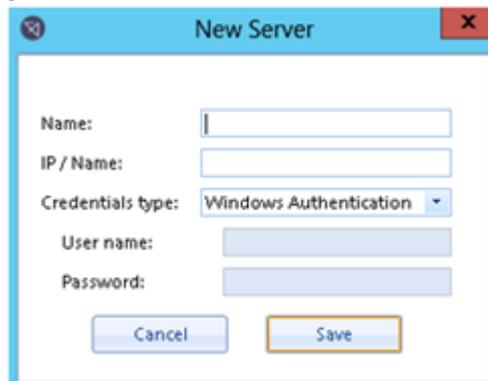
18. Click to add the server that AimBetter Agent will monitor:

Fill in the remote server's details:

**Name:** Server identifier

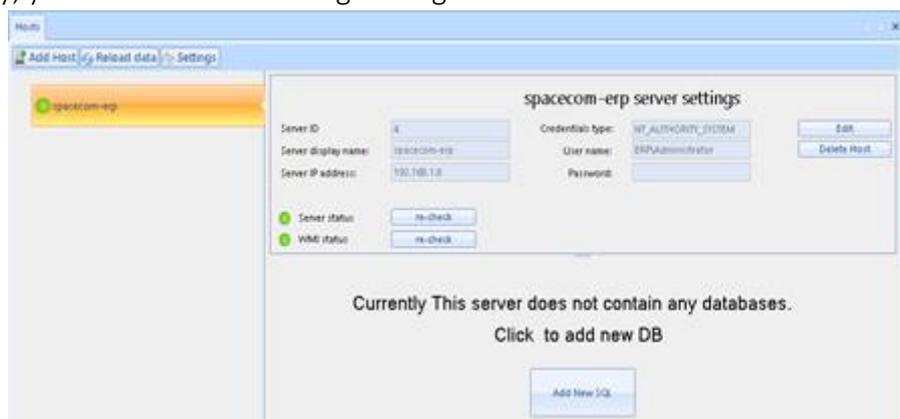
**IP/Name\*:** Server name or IP

\*It is preferable to enter the fully qualified server name.



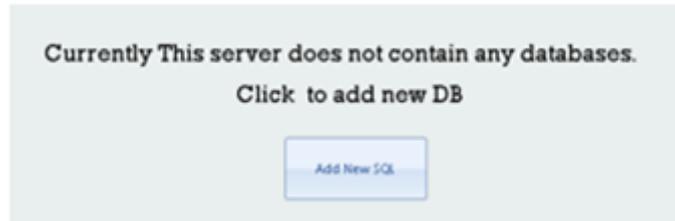
To identify the name of the computer, go to 'Server Management' > 'Local Server'

19. Finally, you should see the two green lights as shown below



**Server status:** red light means - no ping was established. Check the name/IP details  
**WMI:** red light means you don't have permission. For more information and suggestions to fix, see our article [here](#). If there is a green light and no data is being received properly, make sure the WMI service is up.

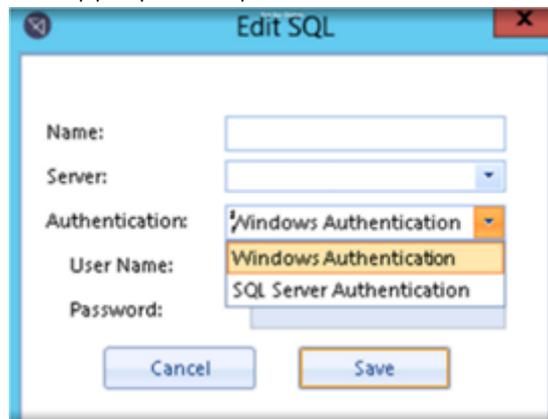
20. Click on 'Add New SQL', and add the relevant instance of the SQL Server:



**Name:** Server identifier.

**Server:** Name of the SQL Instance.

**Authentication:** Choose the appropriate option

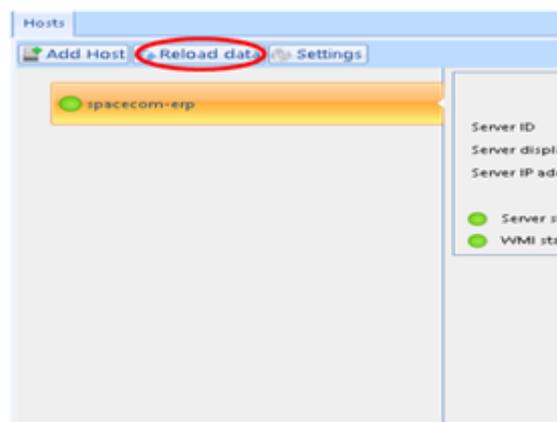


**Note:** If you want to configure the login as Windows Authentication, then the user should have administrator permissions.

**Note:** If the connection still does not work, check if there is more than a single instance on the server and that you are connected to the right instance.

21. Reload Data

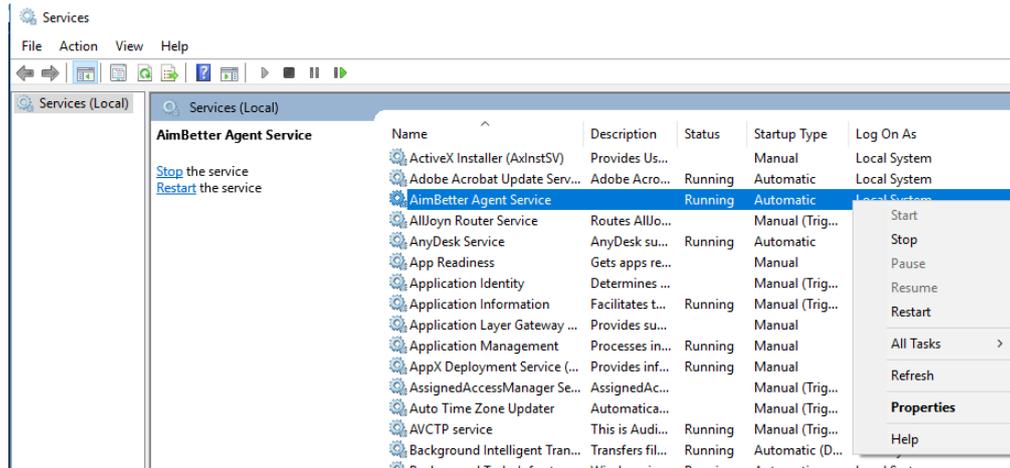
Click on 'Reload Data' to recheck all servers are ok:



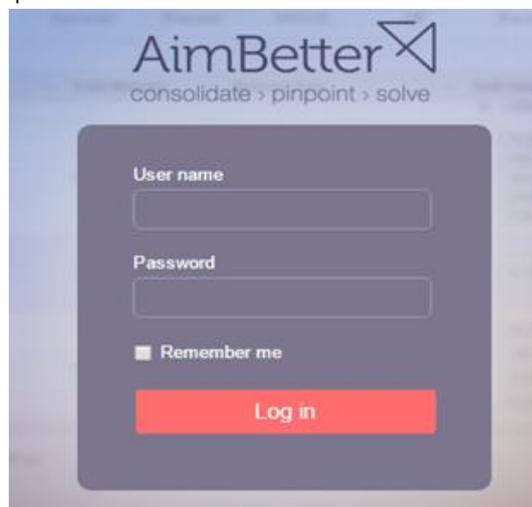
**Note:** Make sure that all data is being received correctly.

## Restarting AimBetter service:

22. Exit from the AimBetter install application by clicking on the X (top left-hand corner)
23. Launch the Server Manager → Services → highlight AimBetter agents → STOP



24. After the service has been stopped, click on 'START'.
25. Send users' login detail to AimBetter (username & password for each user).
26. To access AimBetter, open the following link: <https://app.AimBetter.com>
27. Enter username and password:



28. Users should read and become familiar with the documentation, especially [here](#). If there are any issues, please contact AimBetter support at [support@AimBetter.com](mailto:support@AimBetter.com)

## FAQ

**Q:** I cannot activate my account.

A: Verify that you've typed the correct identifier and license key. Maybe your communication port 443 is blocked, please advise your IT services.

**Q: SQL Server is not properly monitored**

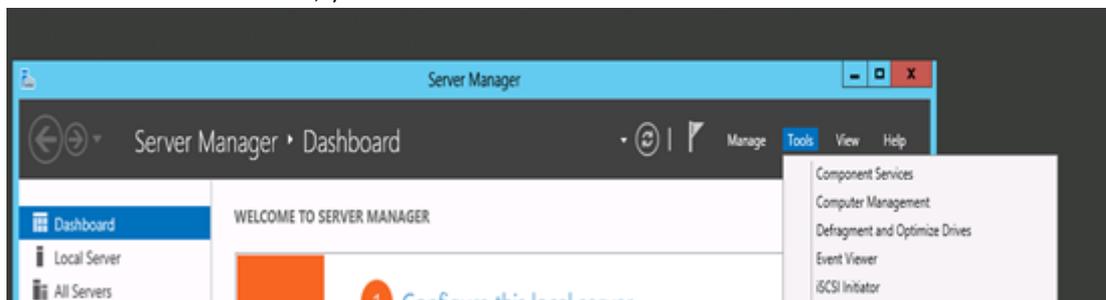
A: make sure that you typed the correct name of the instance in AimBetter configuration. Make sure that you typed the correct full name of the server instead of IP Configuration.

**Q: I cannot restart the AimBetter service:**

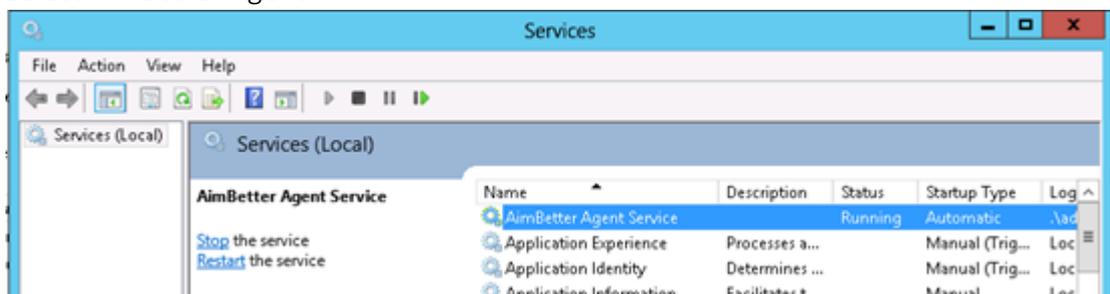
A: Try restarting it from Microsoft server options:

- Go to Services: Click Start
- In the Start Search box, type Services > MSc
- Press Enter

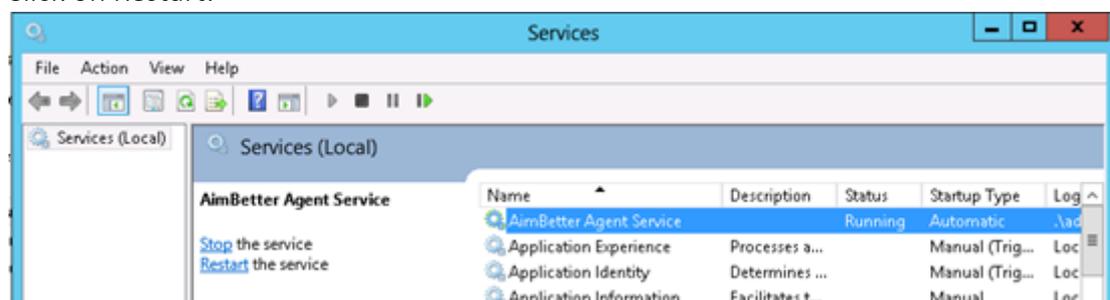
In Windows server 2012, you can find it here:



Select AimBetter Agent:



Click on Restart:



If there are any issues, you need to check the firewall settings.

**Q: WMI is blocked:**

A: Review the documentation about WMI [here](#).

In case no ping is possible, ask the system personnel to enable it via firewall or use the following [link](#):

Attached is a [link](#) to a document for handling a server that has WMI problems:

**Q: Problem when adding instance:**

A: It is possible that the problem is due to that the agent tries to contact the instance in port 1433 (Default port) but the configuration uses another port for security reasons.

A: Check the port of the instance and register is field 'server': the instance name, port number, for example: LAVIE, 54,116

To find the port used by the client, run the following script:

```
USE master
GO
xp_readerrorlog 0, 1, N'Server is listening on'
GO
```

**Q: AimBetter Service lead to high CPU Utilization:**

A: There are two main factors that can cause a high levels of CPU utilization:

- Server Replication - In this case we create a situation in which we monitor two places.

The solution:

- There is no write permissions for the Agent.

The solution:

Delete the log file, restart the service, and allow write privileges for the user that run the service.

**Q: How to connect to the relevant Instance by the appropriate port?**

A: Sign in to SQL Server Configuration and you will identify the port number to connect to the SQL.

- SQL Server Configuration Manager → SQL Server Network Configuration → Protocols for SQL MSSQLSERVER → TCP/IP → TCP Port
- Try to connect to the SQL with the named Instance including the port number.

If the connection succeeds, you will copy the above address to AimBetter Configuration.

If you have any issues, please contact our support team at

[International: +1 \(650\) 449-8622](#)

[Israel: +972 \(73\) 2313900](#)

## Specifications

For details of the agent requirements and general specifications, see our documentation [here](#)